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Thomas Skorup, FACHE
President

President's Message

Dear Chapter Members:

The coming year promises to be an exciting year for the Healthcare Leadership Network of the Delaware Valley as the chapter faces some significant changes. But first, I would like to thank Bob Hill, FACHE for his outstanding service as our president over the past year. During his term, Bob lead

the HLNDV to continued success, which was acknowledged by the ACHE with the Chapter of Merit award for membership satisfaction excellence. I would also like to welcome our new slate of directors for the April 2008 to March 2009 membership year. (A list of the new board is provided in this newsletter.)

Starting January 1, 2009, the ACHE will implement a fully unified model of membership that requires all members of its affiliated chapters to be members of ACHE. After many months of deliberation and discussions with ACHE leadership, the HLNDV board has recommended that the chapter move to this combined membership structure effective October 1, 2008. The board received approval of this change from HLNDV membership at the Annual Meeting on June 19, 2008, which was held at the Gift of Life Institute in Philadelphia.

In preparation for our impending chapter change, our chapter will be growing from several hundred members to close to 800. All ACHE members in the Southern New Jersey, Greater Philadelphia, and Delaware regions will automatically become members of HLNDV. Yes, if you are a member of ACHE, you will automatically gain a chapter membership at no additional cost. HLNDV members who are not already ACHE affiliates will need to join ACHE and pay ACHE dues in order to continue chapter membership.

For the first two years of membership, ACHE dues are \$150 per year. Although non-affiliates of ACHE will not be chapter members, you will always be welcome to

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Improving Patient Satisfaction Through Employee Satisfaction:

Focus On Nursing Satisfaction with Support Services

By Kathy Black, RN, Vice President of Strategic Development, ARAMARK Healthcare

It has been long established that organizations with satisfied employees have satisfied patients. Nurses, as the primary care giver in hospitals, are the major influencer of patient satisfaction. In order to improve nurse satisfaction, ARAMARK Healthcare is focused on ways to make nurses more satisfied with their work environment, specifically their interaction with support services.

ARAMARK Healthcare, with the American Organization of Nurse Executives (AONE) Institute for Patient Care Research & Education and the Studer Group, partnered on a joint research project designed to better understand nursing relationships with support service functions, including: nutrition, housekeeping, facilities management, patient transport, security, supply management and clinical equipment maintenance. This study is the first of its kind to approach the issue in this way. The result of the work was the development of a survey instrument to measure nursing satisfaction with support services.

The survey tool was distributed to 4,000 nurses across the country with 1,300 responding. A number of trends emerged from the data that are important to nurses when working with support service groups. These are:

1. Communication
2. Team Work/Adaptability
3. Availability/Accessibility of Staff and Resources
4. Timeliness
5. Compassion/Consideration/Positive Approach/Professionalism
6. Knowledge
7. Proactive behavior
8. Coordination of Care (throughput)
9. Responsibility/Accountability

Nurses also identified a number of critical needs that must be met by support service groups. These needs are baseline "must haves" that are

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U P C O M I N G E V E N T S

JULY

- **Community Service Event**
(July 12th, Philadelphia, PA)
- **Networking Event (July 23rd, New Jersey)**

SEPTEMBER

- **HLNDV Category I Program**
Healthcare in 2020
- **Leadership perspectives on delivery, staffing and finance models (Date/Loc TBD)**

OCTOBER

- **ACHE Cluster, Philadelphia, PA**

NOVEMBER

- **Temple University Healthcare Management Alumni Association Annual Conference**
(November 21st, Loc TBD)

For more information, see the HLNDV website at www.hlndv.org

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President's Message

Continued from Page 1

attend chapter events and pay a non-member fee.

Please feel free to email me with any questions at tskorup@ecri.org. I hope that you have a safe and healthy summer.

Sincerely,

Thomas Skorup, FACHE
HLNDV President

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Career Development News

- HLNDV continues to facilitate mentoring partnerships in 2008 with (12) active matches – We look forward to helping members who have expressed interest in this worthwhile program.
- The 2007-2008 FACHE Board of Governors study group was a huge success with 4 members continuing on to write the exam this year. HLNDV will soon be forming the next study group for the 2008-2009 year. Please contact Richi.Chaudhry@hlndv.org if you'd like to participate.
- On Saturday, July 12, 2008, the CDC is coordinating volunteers for a half day of service with the Philadelphia Health Management Corporation (PHMC). This outdoor summer project will benefit the Rising Sun Health Center, a branch of PHMC providing primary care to the community. The event will take place from 8:30am until 12:30pm. Light refreshments will be provided.

The Philadelphia Health Management Corporation has been associated with HLNDV for many years and we look forward to working with them on this project. We'll be under the direction of Brad Baker, a Landscape Designer, who is donating his time to beautify the location, plant bushes, shrubs and flowers. For more information about PHMC, visit <http://www.phmc.org>

Please contact Luke Balinski if you are planning to attend. At this point, the only thing you might want to bring is a pair of gardening gloves. We look forward to seeing you.

- The Career Development committee extends its thanks to Dewi Matthies who coordinated the Job Bulletin in 2007-2008. Dewi is relocating to San Francisco, CA. We wish her well!
- A Fall 2008 Career Development program designed for Early Careerists is being developed in conjunction with the Events & Education committee. Stay tuned for details!

John Kiernan

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Welcome to our New Members

April through May 2008

Ronda Bailey
Gilbane Building Company

Anamika Roy
Warner Chilcott

Joseph DiCandilo
Cardinal Health

Lauren Shapiro
Gary Shaw, FACHE

Become Board Certified in Healthcare Management as a Fellow of ACHE!

Maximize your professional potential by earning the premier credential in healthcare management. When you become board certified in healthcare management as an ACHE Fellow (FACHE), you'll have the knowledge, skills and confidence to succeed.

One of the requirements for advancement to ACHE Fellow is the successful completion of the Board of Governors (BOG) Exam. HLNDV is hosting a study group at this time ~ free of charge.

The HLNDV BOG Exam study group is composed of individuals who are working toward advancement to their Fellow credential and are studying for the exam together, using materials developed by study groups from previous years. We are currently looking for members interested in being a part of our next study group. The group will begin meeting in September 2008 and will meet until the spring of 2009.

To participate in the 2008-2009 Board of Governors Exam Study Group or for questions on requirements and exam preparation, please contact Richi Chaudhry at Richi.Chaudhry@hlndv.org

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Did you know that HLNDV offers outstanding corporate sponsor benefits?

HLNDV corporate sponsors receive recognition on chapter materials throughout the year, providing an opportunity to increase awareness of their organization's products and services. Bronze, Silver, and Gold sponsor levels are available.

The benefits of corporate sponsorship include (note: some benefits vary depending on level of sponsorship pledged):

- Space to showcase products/services at all HLNDV programs and opportunity to network with members
- Verbal recognition as a sponsor at all HLNDV programs
- Organization logo prominently displayed at all HLNDV programs
- Complimentary passes to all HLNDV programs

HLNDV Sponsor Recognition

We would like to thank the following organizations for their support as Annual Sponsors during 2008-2009. Through their generous support we are able to host a variety of educational, career development, and networking programs throughout the year.

Please contact any of our sponsors (below) to get more information on their products/ services.

Siemens -- Providing information technology, voice communications, building automation and consulting services

Local Contact: Barbara Sivek barbara.sivek@siemens.com

Copy Request, A Nova Company -- Medical Reproduction Specialists

Local Contact: Bill Woodard WWood21500@aol.com

Aramark Healthcare -- Providing food, hospitality, facility management services

Local Contact: Paul Northen northen-paul@aramark.com

DGA Partners -- Management Consultants to the Healthcare Industry

Local Contact: Dan Grauman dgrauman@dgapartners.com

Turner Healthcare -- The Nation's Leading General Builder

Local Contact: Lori Sullivan · lsullivan@tcco.com

HBE, Inc.

Local Contact: Steve Grosswald sgrosswald@hbecorp.com

For more information on becoming an annual or event sponsor, please contact Anna Steelman at 215-636-3500, x119

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- Recognition and logo in all quarterly chapter newsletters
- Company spotlight article published in quarterly chapter newsletter (silver and gold only)
- Recognition as a sponsor on the HLNDV webpage with link to company's website and contact information
- Gold sponsors are identified on all correspondence to HLNDV members and recognition on the HLNDV homepage with link to company's website and logo

Become an HLNDV corporate sponsor today! Contact Anna Steelman, FACHE (asteelman@hss-inc.com or 215-399-1865) for more information.

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Articles of Interest Summer 2008

We're Changing Our Name!

For the last thirty-seven years, the Philadelphia Health Management Corporation (PHMC) has been at the forefront of the public health field as a facilitator, developer, intermediary, manager, advocate and innovator. From outreach, education and health promotion to research, planning, technical assistance and direct services, everything we do is public health. So we're changing our name--to Public Health Management Corporation.

Our new name reflects the core of our mission as a public health institute responding to the emerging needs of communities, while capturing our long and continuing history of combining this non-profit mission with sound management practices. With over 1200 employees, 200 programs, nine subsidiaries--one in Chester County, one with programs throughout Pennsylvania, and another nationwide--70 sites and 20,000 clients served annually, PHMC has become one of the largest and most comprehensive public health organizations in the nation. And this is true even as PHMC's work in the Philadelphia region remains firmly at our core, signifying our historic, continuing and unwavering commitment to addressing the area's public health needs

With the name, Public Health Management Corporation, we also want to convey our message to the next generation to attract the innovative minds needed for the future of public health leadership. As we begin our transition, we hope you will join us in celebrating all that the PHMC brand brings to the field of public health and the public health workforce. In July we will launch the new PHMC website, and in November we will celebrate our new face with Evolution: PHMC's Brand Celebration, an event at Philadelphia's Academy of Natural Sciences coinciding with the Pennsylvania Public Health Association conference in Philadelphia. We hope that you – our trusted partners – will support us as we continue to positively affect public health.

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Improving Patient Satisfaction *Continued from Page 1*

essential to good nursing/ support service relationships. They are:

- Interacts with others in a positive manner
- Performs duties correctly
- Provides us with important resources
- Contributes to providing a safe environment

Additionally, the work identified several gaps in nursing's needs from support services vs. the performance that they are presently receiving. Among the gaps are:

- Frees up our time so we can do our jobs
- Takes personal accountability when tasks are not completed
- Lets others know when and if there will be a delay
- Consistently has adequate number of staff to do the job we need

Applying the Learning

ARAMARK Healthcare is working on the second phase of its work geared to nursing satisfaction with support services. This study uses the nursing satisfaction survey tool to identify gaps and improve outcomes at specific hospitals. This work will be presented in the fall of 2008 at an invitation-only event that ARAMARK Healthcare is hosting with AONE geared to building more collaborative work environments among nursing and support services.

The goal of the process is to create a tangible roadmap to support our Best Care, Best Environment philosophy: to deliver the best patient care, hospitals must create the best environments.

To deliver on this vision, we learned that performance-based relationships measured in fact-based ways are essential. Impact in Action is a system of behaviors and management processes tied to our brand promise and strategic business model to help improve our own and our hospital partners' performance outcomes.

Impact in Action is based on four pillars: People, Service, Operational Quality and Growth & Financial. These Pillars were designed to create a unique approach by adapting Studer Group principles with ARAMARK Healthcare's own understanding of support services. Every aspect of Impact in Action is about creating connectivity and putting the proof behind our value proposition: that clinical support services are core to healthcare delivery and directly impact the entire healthcare continuum.

The aim is to incorporate the learning from the nursing satisfaction research and other nursing centric thought leadership efforts into our Impact in Action strategy. By improving nurse satisfaction, our goal is to create an environment that engenders high patient satisfaction.

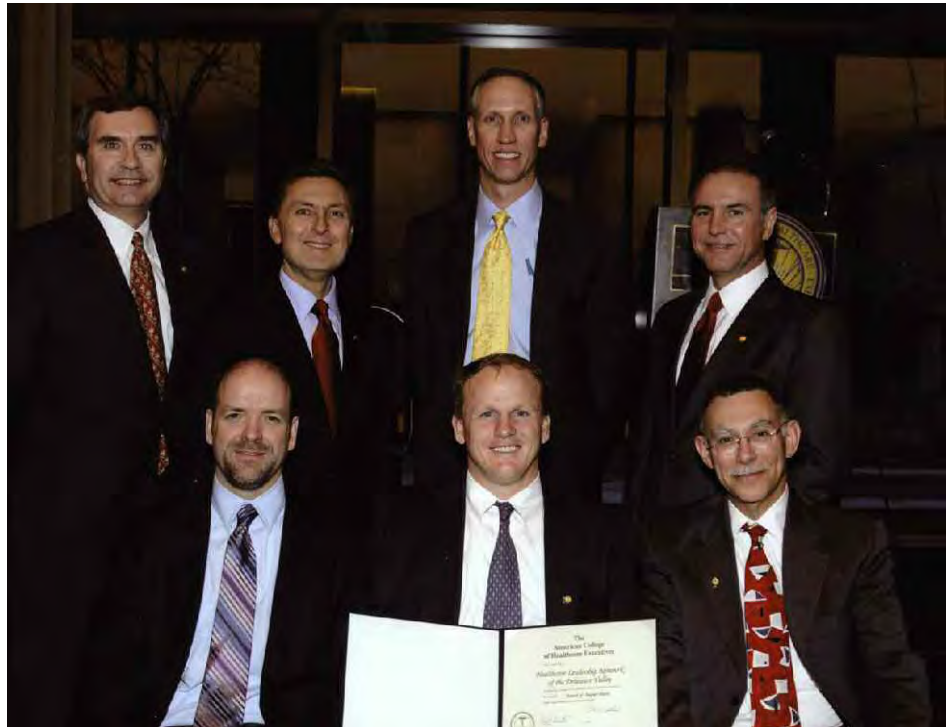
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ACHE

2008 Chapter Awards

ACHE Annual Congress on
Healthcare Leadership
March 9, 2008, Chicago, Illinois

HLNDV leaders accepted the Chapter Merit Award at the 2008 Congress. Pictured from left to right: back row; Dennis Kain, FACHE, Richard Henley, FACHE, Governor, Thomas Skorup, FACHE, Greg D'Adamo, FACHE; front row: Michael George, FACHE, Robert Hill, Jr., FACHE, Warren Lyons, FACHE.



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UPDATE

We gratefully acknowledge our Annual-level leaders in corporate support for the Healthcare Leadership Network of the Delaware Valley.



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